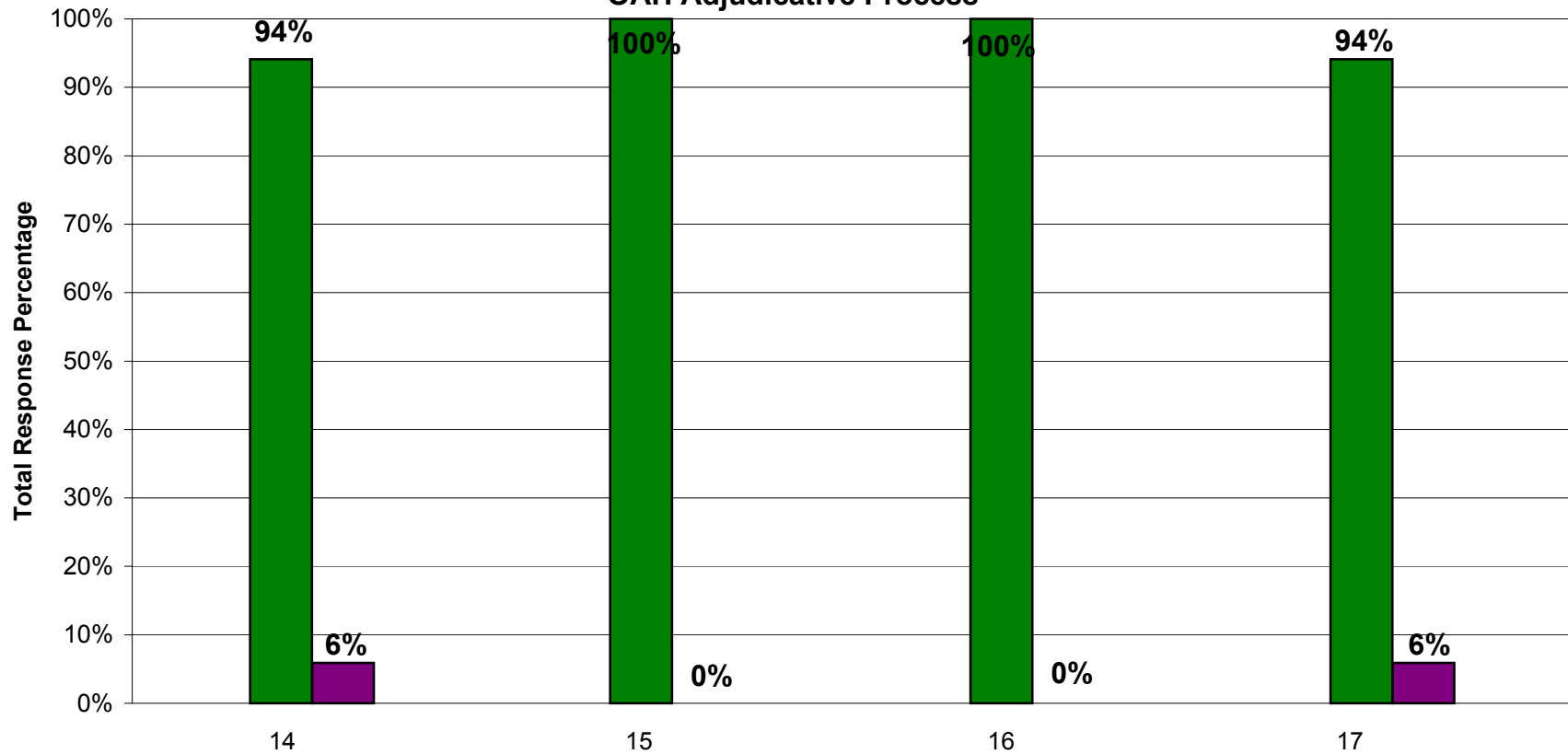


OAH Customer Survey Quarterly Update

FYI '04 1st Quarter

OAH Adjudicative Process



Questions

- 14. Written material gave helpful information on the hearing.
- 15. OAH web site provided helpful information.
- 16. OAH clerk was ready to call the case as scheduled.
- 17. Hearing was concluded in reasonable time.

■ Met or Exceeded Expectations

■ Did Not Meet Expectations

Last updated FYI '04 1st Quarter